

## LOUISIANA RELAY ADMINISTRATION BOARD

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June 16, 2011

*Received & Inspected*  
**JUN 23 2011**  
*FCC Mail Room*

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2010 through May 31, 2011  
CG DOCKET NO. 03-123

Dear Ms. Dortch:

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service.

Hamilton tracks complaints and all customer service activity for the State of Louisiana. Louisiana's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data

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List ABCDE

- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Louisiana Relay Service has received a total of 63 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2010 through May 31, 2011. Of the 63 total complaints in Louisiana, 32 are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Service personnel have provided technical assistance to this user on several occasions; but, the customer still has difficulty understanding the telecommunications relay service. Customer Service will continue to work with this relay user.

Please feel free to contact me at 225-219-2996 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the information above.

Sincerely,  
  
 Naomi DeDual, Secretary

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
193315	7/13/2010	9:30:00 AM	EMail	Service	NA	11030	Accuracy of captions	Customer reported that she sometimes experiences incorrect captions, causing difficulties for her in understanding the conversation. CSR explained how captions are produced and sent out in whole words. Also explained that when an incorrect word appears, the correct word should appear in brackets shortly after. Advised customer that proper nouns may be misspelled if there are multiple ways of spelling a name or the captionist doesn't know how to spell a particular name, as they cannot ask for clarification. CSR encouraged her to document specific call dates, times, and CA#s of calls that she finds particularly troublesome.	7/13/2010 9:45:00 AM	within 24 hours	MF
195635	7/13/2010	9:30:00 AM	EMail	Service	NA	11040	Captions Lag too far behind voice	Customer reported that she sometimes experiences delayed captions, causing difficulties for her in understanding the conversation. CSR explained how captions are produced that due to the captioning process, a 3-5 second delay in captions behind the spoken word is typical, but factors such as how quickly the other party is speaking can cause further delay. CSR encouraged her to document specific call dates, times, and CA#s of calls that she finds particularly troublesome.	7/13/2010 9:45:00 AM	within 24 hours	MF
235676	2/2/2011	10:15:00 AM	CapTel	Service	NA	11090	Service - General	Customer's daughter indicated phone was displaying caption service line is ringing. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 10:20:00 AM	within 24 hours	JH
235783	2/2/2011	12:10:00 PM	Phone	Service	NA	11090	Service - General	Customer's daughter reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 12:15:00 PM	within 24 hours	JL
225619	12/20/2010	4:30:00 PM	CapTel	Technical	NA	22990	Technical - General	Customer reported seeing "Captioning Service Line is Ringing" on the display screen. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 4:40:00 PM	within 48 hours	ST
225323	12/21/2010	9:45:00 AM	Phone	Technical	NA	22990	Technical - General	Customer reported she could not make captioned calls on 12/20/10. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 11:00:00 AM	within 24 hours	AG
225644	12/21/2010	5:00:00 PM	CapTel	Technical	NA	22990	Technical - General	Customer reported that they were unable to dial out for a period of time on 12/20. CSR apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. CSR confirmed the customer is now able to make their captioned call successfully without delay.	12/21/2010 5:10:00 PM	within 24 hours	RC
261309	5/20/2011	12:10:00 PM	Phone	Technical	NA	0800-22990	Technical - General	State program representative reported that calls to a certain prefix exchange were not going through correctly. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a local captioned call through the CapTel Service. Issue resolved.	5/20/2011 12:30:00 PM	within 24 hours	JM
213090	10/25/2010	3:30:00 PM	Phone	Service	NA	11050	Unable to make captioned calls	Customer reported inability to make captioned calls with a busy signal. A temporary interruption in one of the telephone carrier's networks caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. CSR confirmed that customer is now able to place their call successfully.	10/25/2010 3:50:00 PM	within 24 hours	JA

# ***Louisiana Relay 2011 FCC Complaint Report***

***6/1/10 to 5/31/11***

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***Service Complaints--CA  
Accuracy/Spelling/Verbatim***

***Inquire Date 10/15/2010  
Record ID 13771  
Call Taken By Supervisor  
CA Number 1111  
Responded By Erica  
Response Date 10/15/2010  
Resolution 10/15/2010***

Customer stated CA did not type out the entire recording.

Supervisor apologized and stated CA would be counseled. Supervisor processed the call . CA was counseled and customer was notified.

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***Service Complaints--CA  
Accuracy/Spelling/Verbatim***

***Inquire Date 1/15/2011  
Record ID 13977  
Call Taken By Supervisor  
CA Number 1264  
Responded By Tramaine  
Response Date 1/15/2011  
Resolution 1/15/2011***

Customer stated that the CA did not voice their message verbatim.

Supervisor apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

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***Service Complaints--CA Did not  
Keep User Informed***

***Inquire Date 2/15/2011  
Record ID 14424  
Call Taken By Customer Service  
Mgr  
CA Number 1130  
Responded By Diane  
Response Date 2/15/2011  
Resolution 2/15/2011***

Customer stated CA did not respond and wanted to know why the CA that they had trouble with in the past, was rehired.

Customer Service discovered that the CA number had been assigned to a new CA of different gender. Customer was notified. Customer stated that they did not like the CA because CAs with do not perform well. CA was counseled and customer was notified.

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***Service Complaints--CA Did not  
Keep User Informed***

***Inquire Date 4/4/2011  
Record ID 14717  
Call Taken By Supervisor  
CA Number 1346  
Responded By Alicia  
Response Date 4/4/2011  
Resolution 4/4/2011***

Customer stated CA stopped responding.

Supervisor apologized to the customer and forwarded the information to the technical department. The technical department discovered that there was a technical issue at the workstation that has been resolved. Customer understood.

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***Service Complaints--CA Gave Wrong Information***

***Inquire Date 10/27/2010  
Record ID 13750  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 10/27/2010  
Resolution 10/27/2010***

Customer stated they were unable to reach Customer Service and requested a Supervisor. Supervisor informed them that the relay was experiencing technical difficulties.

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the center that was processing the call, was having a technical issue at that time that impacted some workstations. Issue was resolved and calls resumed. Customer understood.

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***Service Complaints--CA Hung Up on Caller***

***Inquire Date 10/30/2010  
Record ID 13744  
Call Taken By Lead CA  
CA Number 9041  
Responded By Shawwna  
Response Date 10/30/2010  
Resolution 10/30/2010***

Customer stated CA spoke fast and refused to repeat their CA number. Customer stated CA then hung up on her.

Lead CA apologized and forwarded information to the technical department for further investigation. The technical department discovered that the customer did not make any calls through the relay that day.

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***Service Complaints--CA Hung Up on Caller***

***Inquire Date 12/9/2010  
Record ID 13863  
Call Taken By Customer Service  
CA Number 9041  
Responded By Erica  
Response Date 12/9/2010  
Resolution 12/10/2010***

Customer stated CA did not respond and hung up on them.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the originating party disconnected. Customer was notified.

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***Service Complaints--CA Hung Up on Caller***

***Inquire Date 12/9/2010  
Record ID 13864  
Call Taken By Customer Service  
CA Number 3030  
Responded By Erica  
Response Date 12/9/2010  
Resolution 12/10/2010***

Customer stated CA did not respond and hung up.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the originating party disconnected. Customer was notified.

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***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 1/18/2011  
Record ID 13994  
Call Taken By Supervisor  
CA Number  
Responded By Tramaine  
Response Date 1/18/2011  
Resolution 1/18/2011***

Customer stated that the CA disconnected the line during a call.

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the call was handled by a trainee CA. CA was counseled and received additional training. Customer was notified.

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***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 5/31/2011  
Record ID 15430  
Call Taken By Customer Service  
CA Number 1157  
Responded By Erica  
Response Date 5/31/2011  
Resolution 6/2/2011***

Customer stated CA stopped responding and the line disconnected.

Customer Service apologized and forwarded information to the technical department. The technical department discovered that the customer's line disconnected. Customer was notified.

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***Service Complaints--CA  
Misdialed Number***

***Inquire Date 7/23/2010  
Record ID 13627  
Call Taken By Supervisor  
CA Number 1219  
Responded By Lateacha  
Response Date 7/23/2010  
Resolution 7/23/2010***

Customer stated CA dialed an incorrect number and informed customer there were not enough numbers.

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was notified.

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***Service Complaints--CA  
Misdialed Number***

***Inquire Date 7/23/2010  
Record ID 13633  
Call Taken By Lead CA  
CA Number  
Responded By Martina  
Response Date 7/23/2010  
Resolution 7/23/2010***

Customer stated that the CA misdialed the number provided and requested customer to repeat the number.

Supervisor apologized and stated CA would be counseled. CA was counseled and customer was notified.

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***Service Complaints--CA  
Misdialed Number***

***Inquire Date 8/16/2010  
Record ID 13679  
Call Taken By Customer Service  
CA Number 5047  
Responded By Deborah  
Response Date 8/16/2010  
Resolution 8/16/2010***

Customer stated CA asked her to repeat number three times and dialed the wrong number.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was notified. CA received additional monitoring.

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***Service Complaints--CA  
Misdialed Number***

***Inquire Date 11/16/2010  
Record ID 13821  
Call Taken By Customer Service  
CA Number 1338  
Responded By Erica  
Response Date 11/16/2010  
Resolution 11/16/2010***

Customer stated that CA misdialed the number.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

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***Service Complaints--CA  
Misdialed Number***

***Inquire Date 2/6/2011  
Record ID 14191  
Call Taken By Lead CA  
CA Number 1372  
Responded By Shawwna  
Response Date 2/6/2011  
Resolution 2/6/2011***

Customer stated CA dialed the wrong number.

Lead CA apologized and discovered that the misdialed number was a local call. Lead CA stated CA would be counseled. CA was counseled and customer was notified.

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***Service Complaints--CA  
Misdialed Number***

***Inquire Date 5/1/2011  
Record ID 15078  
Call Taken By Lead CA  
CA Number 5163  
Responded By Marian  
Response Date 5/1/2011  
Resolution 5/1/2011***

Customer stated CA dialed the wrong number.

Lead CA apologized and stated CA would be counseled. CA was counseled and customer was notified.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 7/5/2010  
Record ID 13599  
Call Taken By Lead CA  
CA Number 1300  
Responded By Tramaine  
Response Date 7/5/2010  
Resolution 7/5/2010***

Customer stated CA did not respond. Customer stated that the CA disconnected the call after reaching a recording and did not provide the customer the option to leave a message.

Lead CA forwarded the information to the technical department. The technical department discovered that the CA did not follow correct call processing procedures. CA was terminated and customer was notified.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 7/24/2010  
Record ID 13626  
Call Taken By Lead CA  
CA Number 1100  
Responded By Shawwna  
Response Date 7/24/2010  
Resolution 7/24/2010***

Customer stated CA did not respond in a timely manner.

Lead CA apologized and stated CA would be counseled. It was discovered that the CA was in error, CA was counseled and customer was notified.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 3/5/2011  
Record ID 14631  
Call Taken By Lead CA  
CA Number 1158  
Responded By Shawwna  
Response Date 3/5/2011  
Resolution 3/5/2011***

Customer stated CA interrupted them while they were giving instructions.

Lead CA apologized and stated CA would be counseled. CA was counseled and customer was notified.

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***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 3/16/2011  
Record ID 14631  
Call Taken By Lead CA  
CA Number 1377  
Responded By Marian  
Response Date 3/16/2011  
Resolution 3/16/2011***

Customer stated that the CA stopped responding.

Lead CA forwarded information to the technical department. The technical department discovered that the originating party disconnected. Customer was notified.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 6/2/2010  
Record ID 13551  
Call Taken By Supervisor  
CA Number  
Responded By Deborah  
Response Date 6/2/2010  
Resolution 6/2/2010***

Customer has been receiving fraudulent telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/11/2010  
Record ID 13742  
Call Taken By Customer Service  
CA Number  
Responded By Deborah  
Response Date 10/11/2010  
Resolution 10/11/2010***

Customer has been receiving fraudulent telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/8/2011  
Record ID 14199  
Call Taken By Customer Service  
CA Number  
Responded By Erica  
Response Date 2/8/2011  
Resolution 2/8/2011***

Customer has been receiving fraudulent telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/13/2011  
Record ID 14257  
Call Taken By Supervisor  
CA Number  
Responded By Alicia  
Response Date 2/13/2011  
Resolution 2/13/2011***

Customer has been receiving harassing phone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/28/2011  
Record ID 14488  
Call Taken By Customer Service  
CA Number  
Responded By Erica  
Response Date 2/28/2011  
Resolution 2/28/2011***

Customer has been receiving harassing telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 7/16/2010  
Record ID 13635  
Call Taken By Supervisor  
CA Number  
Responded By Lateacha  
Response Date 7/16/2010  
Resolution 7/16/2010***

Customer stated that they had a long wait time to reach a Speech to Speech CA.

Supervisor apologized and explained that the Speech to Speech CAs had been extremely busy. Supervisor verified that there was a Speech to Speech CA available and suggested that the customer try their call again. Customer was satisfied.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 10/22/2010  
Record ID 13754  
Call Taken By Supervisor  
CA Number  
Responded By Gregory  
Response Date 10/22/2010  
Resolution 10/22/2010***

Customer stated CAs keep asking her to repeat the number.

Supervisor apologized and stated CAs will be counseled. Refresher training was provided for all CAs.

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***Service Complaints--  
Miscellaneous***

***Inquire Date 11/9/2010  
Record ID 13793  
Call Taken By Customer Service  
CA Number 4117  
Responded By Erica  
Response Date 11/9/2010  
Resolution 11/9/2010***

Customer stated CA did not respond.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that there was an issue with the CA's headset. CA's headset was replaced and customer was notified.

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***Service Complaints--  
Miscellaneous***

Customer stated that it sounded like the CA was chewing gum while processing her call.

Customer Service apologized and stated CA would be counseled. CA was counseled and customer was notified.

***Inquire Date 11/24/2010  
Record ID 13837  
Call Taken By Customer Service  
CA Number 4052  
Responded By Erica  
Response Date 11/24/2010  
Resolution 11/24/2010***

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***Service Complaints--  
Miscellaneous***

Customer stated CA was not focused on her call.

Supervisor apologized and stated CA would be counseled. CA was counseled and customer was notified.

***Inquire Date 12/23/2010  
Record ID 13902  
Call Taken By Supervisor  
CA Number 1244  
Responded By Gregory  
Response Date 12/23/2010  
Resolution 12/23/2010***

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***Service Complaints--  
Miscellaneous***

Customer complained that CA's headset volume was low.

Customer Service attempted to gather further informaton, but customer hung up.

***Inquire Date 1/11/2011  
Record ID 13946  
Call Taken By Customer Service  
CA Number  
Responded By Erica  
Response Date 1/11/2011  
Resolution 1/11/2011***

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***Service Complaints--  
Miscellaneous***

Customer stated that they are still having issues with being unable to hear the CAs.

Supervisor placed test calls with the customer and no issue was discovered. Workstations were tested to ensure that there were no issues. Customer was notified.

***Inquire Date 4/20/2011  
Record ID 14948  
Call Taken By Supervisor  
CA Number  
Responded By Michelle  
Response Date 4/20/2011  
Resolution 4/20/2011***

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***Service Complaints--  
Miscellaneous***

***Inquire Date 12/6/2010  
Record ID 13852  
Call Taken By Lead CA  
CA Number 1250  
Responded By Jaiden  
Response Date 12/6/2010  
Resolution 12/6/2010***

Customer stated CA waited too long to respond.

Lead CA apologized and stated that CA would be counseled. It was discovered that the CA needed additional training on changing connect modes. CA received additional training and frequent monitoring. Customer was notified.

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***Service Complaints--  
Ringling/No Answer***

***Inquire Date 2/20/2011  
Record ID 14473  
Call Taken By Lead CA  
CA Number  
Responded By Marian  
Response Date 2/20/2011  
Resolution 2/20/2011***

Customer stated there were long hold times to reach a CA.

Lead CA apologized and explained that the relay had experienced higher call volumes at that time. Lead CA suggested that the customer attempt their call again and explained to stay to stay on the line for the next available CA. Customer understood. Calls were answered at 96% within 10 seconds for day.

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***Service Complaints--  
Ringling/No Answer***

***Inquire Date 2/26/2011  
Record ID 14483  
Call Taken By Supervisor  
CA Number  
Responded By Tramaine  
Response Date 2/26/2011  
Resolution 2/26/2011***

Customer stated they could not connect to the relay.

Supervisor verified telephone number customer was using and assured him that all lines were working properly. Supervisor attempted to gather further information, but customer would not provide. There has been no further contact from the customer.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 8/3/2010  
Record ID 13662  
Call Taken By Supervisor  
CA Number 1326  
Responded By Lateacha  
Response Date 8/3/2010  
Resolution 8/3/2010***

Customer stated CA did not understand him and refused to get a "buddy" to help.

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was notified.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 1/7/2011  
Record ID 13944  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/7/2011  
Resolution 1/7/2011***

Customer stated that none of the relay Speech to Speech CAs can understand them.

Customer Service apologized and stated information will be forwarded to management. CAs were counseled and customer was satisfied.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 1/8/2011  
Record ID 13945  
Call Taken By Lead CA  
CA Number 1157  
Responded By Jaiden  
Response Date 1/8/2011  
Resolution 1/8/2011***

Customer stated that only a few relay Speech to Speech CAs can understand them.

Lead CA offered customer different techniques to help CAs understand them. Customer was satisfied.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 1/11/2011  
Record ID 13953  
Call Taken By Operations Mgr  
CA Number 1364  
Responded By Barb  
Response Date 1/11/2011  
Resolution 1/11/2011***

Customer stated that they were unable to hear the CA.

Senior Relay Manager apologized and forwarded information to the technical department. The technical department switched out the CA's headset and tested the connection. Problem was resolved and customer was satisfied.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 1/17/2011  
Record ID 13992  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/17/2011  
Resolution 1/17/2011***

Customer stated that CAs and Supervisors are not doing a good job and believes that there is a problem with their equipment. Customer stated that he cannot hear the CAs when they are speaking and the party they had called cannot hear the CAs either.

Customer Service apologized and forwarded information to management to investigate the CAs equipment. An issue was discovered with the CAs headsets, which was resolved. Customer was satisfied.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 1/20/2011  
Record ID 14037  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 1/20/2011  
Resolution 1/20/2011***

Customer requested to have two Speech to Speech CAs facilitate their call in different centers for training purposes of the CAs.

Customer Service apologized and explained that it would not be possible to facilitate this, but has continued to work with the customer on ideas of their participation in training of their speech patterns for the CAs. Customer was appreciative and management is investigating the possibilities. Customer participated in a taping of their speech patterns, which was utilized for additional training of the CAs.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 1/22/2011  
Record ID 14039  
Call Taken By Lead CA  
CA Number 9003  
Responded By Chuck  
Response Date 1/22/2011  
Resolution 1/22/2011***

Customer stated that only one CA is able to understand him.

Lead CA apologized and stated that the Speech to Speech CAs are receiving additional training to better understand speech patterns. Customer understood. Customer participated in a taping of their speech patterns, which was utilized for additional training of the CAs.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 1/22/2011  
Record ID 14043  
Call Taken By Lead CA  
CA Number 1157  
Responded By Jaiden  
Response Date 1/22/2011  
Resolution 1/22/2011***

Customer stated that CA refused to revoice for them.

Customer Service apologized and forwarded the information to the technical department to discover the CA number. CA was counseled and customer was notified.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 2/1/2011  
Record ID 14185  
Call Taken By Lead CA  
CA Number  
Responded By Miranda  
Response Date 2/1/2011  
Resolution 2/1/2011***

Customer stated that he was upset with the CAs overall performance.

Customer Service apologized and discovered that the CA was not a Speech to Speech CA. CA was attempting to connect the customer with Speech to Speech when the customer voiced their concern. Customer Service explained that when dialing 711, they will receive a CA and will be transferred to a Speech to Speech CA per their profile. Customer understood.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 2/14/2011  
Record ID 14320  
Call Taken By Customer Service  
CA Number 1236  
Responded By Erica  
Response Date 2/14/2011  
Resolution 2/14/2011***

Customer stated the CA refused to revoice for them.

Customer Service apologized and discovered that the CA was not a Speech to Speech CA. CA was attempting to connect the customer with Speech to Speech when the customer voiced their concern. Customer Service explained that when dialing 711, they will receive a CA and will be transferred to a Speech to Speech CA per their profile. Customer understood.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 2/15/2011  
Record ID 14357  
Call Taken By Customer Service  
CA Number  
Responded By Tina  
Response Date 2/15/2011  
Resolution 2/15/2011***

Customer stated that there are only a couple of CAs that are able to understand him. Customer has volunteered to train the CAs to better understanding their speech patterns.

Customer Service apologized and information was forwarded to management. Management is currently working on possible voice speech training with the customer. Customer participated in a taping of their speech patterns, which was utilized for additional training of the CAs.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 2/19/2011  
Record ID 14395  
Call Taken By Supervisor  
CA Number  
Responded By Gregory  
Response Date 2/19/2011  
Resolution 2/19/2011***

Customer stated CAs do not understand them.

Supervisor apologized and assured customer that management was working on additional training. Supervisor explained that customer would be contacted by management at that time. Customer understood. Customer participated in a taping of their speech patterns, which was utilized for additional training of the CAs.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 2/23/2011  
Record ID 14412  
Call Taken By Lead CA  
CA Number 1264  
Responded By Shawwna  
Response Date 2/23/2011  
Resolution 2/23/2011***

Customer stated CA did not follow their instructions.

Lead CA apologized and stated CA would be counseled. CA was counseled and customer was notified.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 2/24/2011  
Record ID 14469  
Call Taken By Customer Service  
CA Number  
Responded By Erica  
Response Date 2/24/2011  
Resolution 2/24/2011***

Customer stated they are generally dissatisfied with the CAs, as they do not understand them.

Customer Service apologized and discussed the possibilities for additional training. Customer was satisfied. Customer participated in a taping of their speech patterns, which was utilized for additional training of the CAs.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 4/10/2011  
Record ID 14819  
Call Taken By Lead CA  
CA Number  
Responded By Lonnie  
Response Date 4/10/2011  
Resolution 4/10/2011***

Customer stated CA called for a Supervisor without their permission.

Lead CA apologized and attempted to collect more information but customer became irate and used profanity. Call was disconnected.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 4/11/2011  
Record ID 14396  
Call Taken By Customer Service  
CA Number  
Responded By Erica  
Response Date 4/11/2011  
Resolution 4/11/2011***

Customer stated CAs could not hear them and could not dial out.

Customer Service apologized and forwarded information to the technical department. It was discovered that there were technical issues with the workstation that has been resolved. Customer was notified.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 4/14/2011  
Record ID 14905  
Call Taken By Customer Service  
CA Number  
Responded By Erica  
Response Date 4/14/2011  
Resolution 4/14/2011***

Customer stated that Supervisors are not announcing their name when answering Speech to Speech calls at the workstation.

Customer Service apologized and stated all Supervisors would be counseled. Supervisors were counseled and customer was satisfied.

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***Service Complaints--Speech to  
Speech call Handling Problems***

***Inquire Date 5/16/2011***

***Record ID 15315***

***Call Taken By Customer Service***

***CA Number***

***Responded By Toni***

***Response Date 5/16/2011***

***Resolution 5/16/2011***

Customer stated CA 's headset needs to be replaced.

Customer Service apologized and explained that the CA 's headsets would be tested for problems and replaced if problems were discovered. Testing did find a couple of headsets that needed replacing. Customer was notified of the findings.

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***Technical Complaints--  
Miscellaneous***

***Inquire Date 10/22/2010***

***Record ID 13755***

***Call Taken By Supervisor***

***CA Number***

***Responded By Deborah***

***Response Date 10/22/2010***

***Resolution 10/22/2010***

Customer stated she is having problems getting messages from her VCO answering machine.

Customer Service suggested customer contact the Deaf Action Center for possibly replacement of the answering machine. Customer was appreciative.

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